## Property Maintenance Open Cases Codes & Regulations



KPI Owner: Robert Kirchdorfer Process: Prpoerty Maintenance

**Cases** 

Cases

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|----------------------------------|------------------------------------|---|---|----------------|--|
| Baseline, Goal, & Benchmark      |                                    | Source Summary                          | Continuous Improvement Summary  |                |  |
| Baseline: CY12, 151,862 cases    |                                    | Data Source: Hansen                     | Plan-Do-Check-Act Step 3: Determine and quantify root causes  |                |  |
| Goal: TBD                        |                                    | Goal Source: TBD  Benchmark Source: TBD | Measurement Method: The number of property maintenance cases that remain open (violation not resolved) at the end of each month  Why Measure: Enforcement helps support community health and safety  Next Improvement Step: Generate potential solutions. Currently finishing |                |  |
| Benchmark: TBD                   |                                    |   | the Analyze Phase in the Property Maintenance Six Sigma Project.  |                |  |
|                                  |                                    | How Are \                               | We Doing?   |                |  |
| Jul2014-Jun2015<br>12 Month Goal | Jul2014-Jun2015<br>12 Month Actual |   | Jun2015 Goal  | Jun2015 Actual |  |
| TBD                              | 158,756                            |   | TBD   | 14,234         |  |

**Cases** 

**Cases** 

## **Property Maintenance Open Cases** Good 18,000 16,000 14,000 12,000 10,000 8,000 6,000 4,000 2,000 Mar2013 May2013 Sep2013 Mar2012 May2012 Nov2012 Jan2013 Nov2013 Jan2015 Jan2012 Jul2012 Sep2012 Jul2014 May2014 Sep2014 Nov2014 Median −Goal −

The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.

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